

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	120038
<015> Study Area Name	BRETTON WOODS TEL CO
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Karen Wante
<035> Contact Telephone Number: Number of the person identified in data line <030>	6032789911 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	kwante@bwtc.net

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<div></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<div></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div>120038nh510.pdf</div> (attached descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div>120038nh610.pdf</div> (attached descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010> <div>120038nh1010.pdf</div> (attach descriptive document)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--	--

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data Karen Wante	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<div><input type="radio"/> (yes / no)</div> <div><input checked="" type="radio"/> (yes / no)</div>
<111>		<div><input type="radio"/> (yes / no)</div> <div><input type="radio"/> (yes / no)</div>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<div>Yes</div>
<114>	Report how much universal service (USF) support was received	<div>Yes</div>
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	<div>Yes</div>
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	<div>Yes</div>
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	<div>Yes</div>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<div>Not Applicable</div>

**(200) Service Outage Reporting (Voice)
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwanite@bwtc.net

<910>	Tribal Land(s) on which ETC Serves	
-------	------------------------------------	--

<920>	Tribal Government Engagement Obligation	
-------	---	--

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

(1100) No Terrestrial Backhaul Reporting		FCC Form 481	
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	Karen Wante 6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers

Lifeline Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	120038nh1210.pdf	Name of Attached Document
<1220>	Link to Public Website	HTTP bwtc.net/lifeline/terms	

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<010>	Study Area Code	120038
<015>	Study Area Name	BRETON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Waite
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032769911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwait@BWE.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>

2nd Year Certification {47 CFR § 54.313(b)(1)i}

<2011a>

3rd Year Certification {47 CFR § 54.313(b)(1)ii}

<2011b>

Attachment {47 CFR § 54.313(b)(1)ii}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012>

2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}

<2013>

2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}

<2014>

2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}

<2015>

2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016>

Certification Support Used to Build Broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>

3rd year Broadband Service Certification

<2018>

5th year Broadband Service Certification

<2019>

Interim Progress Certification

<2020>

Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Waite
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwr.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010)

Progress Report on 5 Year Plan

Milestone Certification (47 CFR § 54.313(f)(1)(ii))

120038nh3010.pdf

Name of Attached Document Listing Required Information

(3011)

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012)

Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013)

Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(3014)

If yes, does your company file the RUS annual report

(Yes/No)

(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015)

Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017)

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

120038nh3010.pdf

Name of Attached Document Listing Required Information

(Yes/No)

(Yes/No)

(3018)

If the response is no on line 3014, Is your company audited?

(3019)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019)

Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021)

Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

(3021)

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022)

Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023)

Underlying information subjected to a review by an independent certified public accountant

(3024)

Underlying information subjected to an officer certification.

(3025)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026)

Attach the worksheet listing required information

Name of Attached Document Listing Required Information

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	120038
<015>	Study Area Name	BRETTON WOODS TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: BRETTON WOODS TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/17/2015
Printed name of Authorized Officer: Art Nicholson	
Title or position of Authorized Officer: V.P.Operations	
Telephone number of Authorized Officer: 6032789911 ext.	
Study Area Code of Reporting Carrier: 120038	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	120038
<015> Study Area Name	BRETTON WOODS TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Karen Wante
<035> Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

120038

BRETTON WOODS TEL, CO

2016

Karen Wente

6032789911 ext.

kwant@hwtc.net

1/1/2015

[illegible]

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	120038	
<015>	Study Area Name	BRETTON WOODS TEL CO	
<020>	Program Year	2016	
<030>	Contact Name - Person USAC should contact regarding this data	Karen Wante	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6032789911 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	kwante@bwtc.net	
<810>	Reporting Carrier	Bretton Woods Telephone Company, Inc.	
<811>	Holding Company	LICT Corporation	
<812>	Operating Company	Bretton Woods Telephone Company, Inc.	

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Bretton Woods Telephone Company, Inc.	120038	Bretton Woods, World Surfer
	Upper Peninsula Telephone Company	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	Michigan Central Broadband Company	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	Belmont Telephone Company	330847	Belmont, LaGrant Connections, LLC
	Cuba City Telephone Exchange Company	330872	Cuba City, LaGrant Connections, LLC
	Central Scott Telephone Company	351125	Central Scott
	CST Communications, Inc.	359032	CST Communications, iWireless
	WAPSI Wireless, LLC	359041	iWireless
	Haviland Telephone Company, Inc.	411780	Haviland, Giant Communications, Inc.
	J. B. N. Telephone Company, Inc.	411785	J.B.N., Giant Communications, Inc.
	Western New Mexico Telephone Co., Inc.	492268	WNM Communications
	Central Utah Tel Inc.	502277	CentraCom Interactive
	Skyline Telecom	502283	CentraCom Interactive
	Bear Lake Comm	503032	CentraCom Interactive
	Cal-Ore Telephone Company	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications

Bretton Woods Telephone Company, Inc.

Line 112 – Annual Progress Report on Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.313(a)(1), this document provides the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

We realize that 47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

Therefore, this document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including a map explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses.

The Company is one hundred percent compliant with the minimum broadband speed standard of 10 Mbps downstream and 1 Mbps upstream ("10/1 Mbps") adopted by the FCC in December 2014.

QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period January 1, 2015 through June 17, 2015, the Company is expected to receive \$259 Thousand in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which was used approximately \$10 Thousand for capital expenditures and \$249 Thousand to cover a portion of the Company's operating expenses. Please note that since the instructions were to provide data up to the filing date of the Form 481, these numbers are estimates since the general accounting books of the Company are not closed as of the date of this filing.

Bretton Woods Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY, SERVICE COVERAGE AND SERVICE CAPACITY:

Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The Company continues to improve service quality in numerous ways such as increasing the bandwidth to the cloud, as needed, or installing new equipment where required. However, since 100% of our customers can receive 10/1 Mbps, the vast majority of our capital expenditures are very specific based on customer requests including installing new customers to our network.

COMMUNITY ANCHOR INSTITUTIONS:

Lines 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

CONCLUSION:


The Company is able to provide 10/1 Mbps to all of its customers. Further improvements will continue towards increased speed, capacity and quality of service in our service territory; however, the Company is 100% in compliance with the minimum broadband speed standard set by the FCC in December 2014.



File name: 120038nh112.pdf

June 17, 2015

Bretton Woods Telephone Company, Inc.

- Gray highlighted area denotes Bretton Woods Telephone Company, Inc. Study Area.
- Capable of serving 10/1 Mbps or greater in area where inhabited.
- No facilities in uninhabited areas.
-  New Hampshire State Highway Route 302

BRETTON WOODS TELEPHONE	
BRETTON WOODS TELEPHONE	
FID	0
Id	0
OCN	0038
CO_NAME	BRETTON WOODS TELEPHONE
EXCHANGE	BRETTON WOODS
WIRECENTER	
SAC	120038
STATE	NH
FROZEN	N
BOUND_TYPE	EX

Bretton Woods Telephone Company, Inc.

Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for telephone utility equipment and facilities published in the New Hampshire Public Utilities Commission "PUC 400 Rules for Telephone Service" Part 406. All required reporting is done with the Company in full compliance of the requirements shown in Exhibit A .

CONSUMER PROTECTION RULES:

The Company abides by the State Commission's requirements for Consumer Protection published in the New Hampshire Public Utilities Commission "PUC 400 Rules for Telephone Service" Part 405. All required reporting is done with the Company in full compliance of the requirements shown in Exhibit A .

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

NEW HAMPSHIRE PUC 400 RULES FOR TELEPHONE SERVICE**PART PUC 406 - TELEPHONE UTILITY EQUIPMENT AND FACILITIES:****PUC 406.01 Construction, Installation and Maintenance of Physical Plant:**

- a. Telephone utilities shall construct, install and maintain their plant, structures, equipment, and lines in accordance with the National Electrical Safety Code, 2012 edition, see appendix B.
- b. Telephone utilities shall construct, install and maintain their plant, structures, equipment, and lines to prevent interference with service furnished by other carriers and by other public service facilities, such as cable, fire alarm, electric, water, sewer, gas, or steam facilities.

PUC 406.02 Emergency Operations: ELECs and ILECs shall adopt generally accepted best industry practices or otherwise make reasonable provisions to:

- a. Meet emergencies and storm restoration requirements for poles, conduits, ducts, pipes, pole attachments, wires, cables, and related plant and equipment located within public rights-of-way and on, over, or under state lands and water bodies;
- b. Ensure that their facilities remain safe and adequate in the event of cyber-attacks;
- c. Ensure that their facilities remain safe and adequate under emergency circumstances and other foreseeable adverse conditions; and
- d. Conform with federal regulations regarding disaster preparedness.

PUC 406.03 Significant Facility Disruption:

- a. ELECs and ILECs shall report significant facility disruptions by e-mail notification to TelOutages@puc.nh.gov within 120 minutes of occurrence.
- b. The e-mail notification sent pursuant to (a) above shall accept reply messages from the commission.
- c. In the event the ELEC or ILEC does not receive confirmation of receipt of the e-mail from the commission, it shall place a call to the commission's main number to report the significant facility disruption.
- d. ELECs and ILECs shall report significant facility disruptions in writing to the commission on Form T-5 Facility Disruption Report as described in PUC 409.05, which shall be filed within 10 days of the disruption.

PART PUC 405 – CONSUMER PROTECTION:**PUC 405.01 Notices to Customers:**

- a. Unless otherwise specified, any notice to customers required by these rules shall:
 - 1. Include the company name and relevant contact telephone number;

2. Be provided:
 - I. In a separate mailing;
 - II. As a bill insert; or
 - III. By clear and conspicuous notice printed on the customer's bill; and
3. Be sent separately from communications that would otherwise include only promotional materials.
- b. Notices pursuant to this section may be delivered electronically to those customers who have elected to receive bills and notices electronically.
- c. Electronic delivery pursuant to (b) above shall not include posting a notice on a publicly available website without direct notification to the customer pursuant to this section.

PUC 405.02 Slamming Prohibited:

- a. ELECs and ILECs shall comply with RSA 374:28-a and FCC slamming regulations, 47 C.F.R. §64.1100-1170 and 1190.
- b. If, after notice and opportunity for hearing, the commission finds that an ELEC or ILEC has switched a customer's selection of carrier without authorization, the ELEC or ILEC shall be subject to an administrative fine, not to exceed \$2,000 per offense, pursuant to RSA 374:28-a,II.
- c. After notice and opportunity for hearing, the commission shall withdraw any authorization granted to an ELEC or ILEC found to have engaged in flagrant and repeated slamming in violation of RSA 374:258-a.
- d. A transfer of customer base pursuant to Puc 405.03 shall not construe slamming.

PUC 405.03 Transfers of Customer Base:

- a. In connection with any transfer of customer base in which the acquiring carrier is a telephone utility, the acquiring carrier shall file with the commission the following documents:
 - I. A copy of the letter notification and any subsequent notices of changed information submitted to the FCC pursuant to 47 C.F.R. § 64.1120€, to be filed at the same time of submission to the FCC; and
 - II. Form T-4 Transfer of Customer Base Report as described in Puc 409.04, to be filed 30 days prior to the occurrence of the transfer of customer base.
- b. In connection with any transfer of customer base in which the acquiring carrier is not a telephone utility, the selling or transferring carrier shall file with the commission the following documents:
 - I. A copy of the letter notification and any subsequent notices of changed information submitted by the acquiring carrier to the FCC pursuant to 47 C.F.R. § 64.1120€, to be filed within 3 days of submission to the FCC; and

- II. Form T-4 Transfer of Customer Base Report as described in Puc 409.04, to be filed 30 days prior to the occurrence of the transfer of customer base.

PUC 405.04 Cramming Prohibited:

- a. For purposes of this section:
 - I. "Cramming" means a submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on a customer's utility bill. Cramming does not include charges required or explicitly authorized by law;
 - II. "Billing aggregator" means a person, other than a service provider, who forwards a charge for a product or service offered by a service provider to the utility company for billing to the customer; and
 - III. "Service provider" means a person that offers a product or service to a customer and directly or indirectly sends the billable charges or credits to the utility company for billing to the customers.
- b. Telephone utilities shall not disconnect voice service based on a customer's failure to pay disputed charges from billing aggregators or service providers.

PUC 405.05 Number Portability Notice: Before terminating any customer's telephone service for any reason other than customer request or customer non-payment of amounts billed for prior services rendered, ELECs providing local service and ILECs shall provide at least 10 days' notice to the customer. This notice shall include a description of the process by which the customer may transfer the telephone number to another provider.

PUC 405.06 Complaints: The commission shall accept and resolve complaints from telephone utility customers regarding alleged violations of the requirements of Puc 405.01 through 405.05.

Bretton Woods Telephone Company, Inc.
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Permanent locations have emergency generators with fuel tanks. The company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The network was designed with redundancy wherever possible. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy it is geographically impracticable to build. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

File name: 120038nh1010.pdf

Bretton Woods Telephone Company, Inc.
Line 1010 – Voice Services Rate Comparability

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The following provides the Company's support for Line 1010 -Description of Voice Service Rate Comparability.

As of January 1, 2015, the Company charges the following fixed voices prices:

Flat Rate Residential Service	\$16.85
Residential State Subscriber Line Charge	0.00
State Universal Service Charge Fee	0.00
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$23.35</u>

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$47.48, which is the reasonable comparability benchmark for voice services announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 15-470), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

Bretton Woods Telephone Company, Inc. Lifeline Terms and Conditions

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers.

1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service. Lifeline reductions are applied to one residential telephone line per household per month at the customer's primary residence. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.

2. Toll Limitation Service (TLS)

Voluntary TLS support allows eligible Lifeline consumers who wish to avoid incurring long distance fees to choose toll blocking or toll control at no cost.

3. Regulations

These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in §54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following federal assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch / Free Lunch Program (NSL)

4. The Lifeline discount is effective upon receipt and processing of a completed form of eligibility, including documentation indicating that the household income meets the eligibility standards established above. If the form is not returned, no further action is taken by the Company to establish eligibility. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified on an annual basis or at any time the qualifying criteria for the customer changes. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

5. Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.

Bretton Woods Telephone Company, Inc.

Line 112 – Annual Progress Report on Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.313(a)(1), this document provides the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

We realize that 47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

Therefore, this document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including a map explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses.

The Company is one hundred percent compliant with the minimum broadband speed standard of 10 Mbps downstream and 1 Mbps upstream ("10/1 Mbps") adopted by the FCC in December 2014.

QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period January 1, 2015 through June 17, 2015, the Company is expected to receive \$259 Thousand in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which was used approximately \$10 Thousand for capital expenditures and \$249 Thousand to cover a portion of the Company's operating expenses. Please note that since the instructions were to provide data up to the filing date of the Form 481, these numbers are estimates since the general accounting books of the Company are not closed as of the date of this filing.

Bretton Woods Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY, SERVICE COVERAGE AND SERVICE CAPACITY:

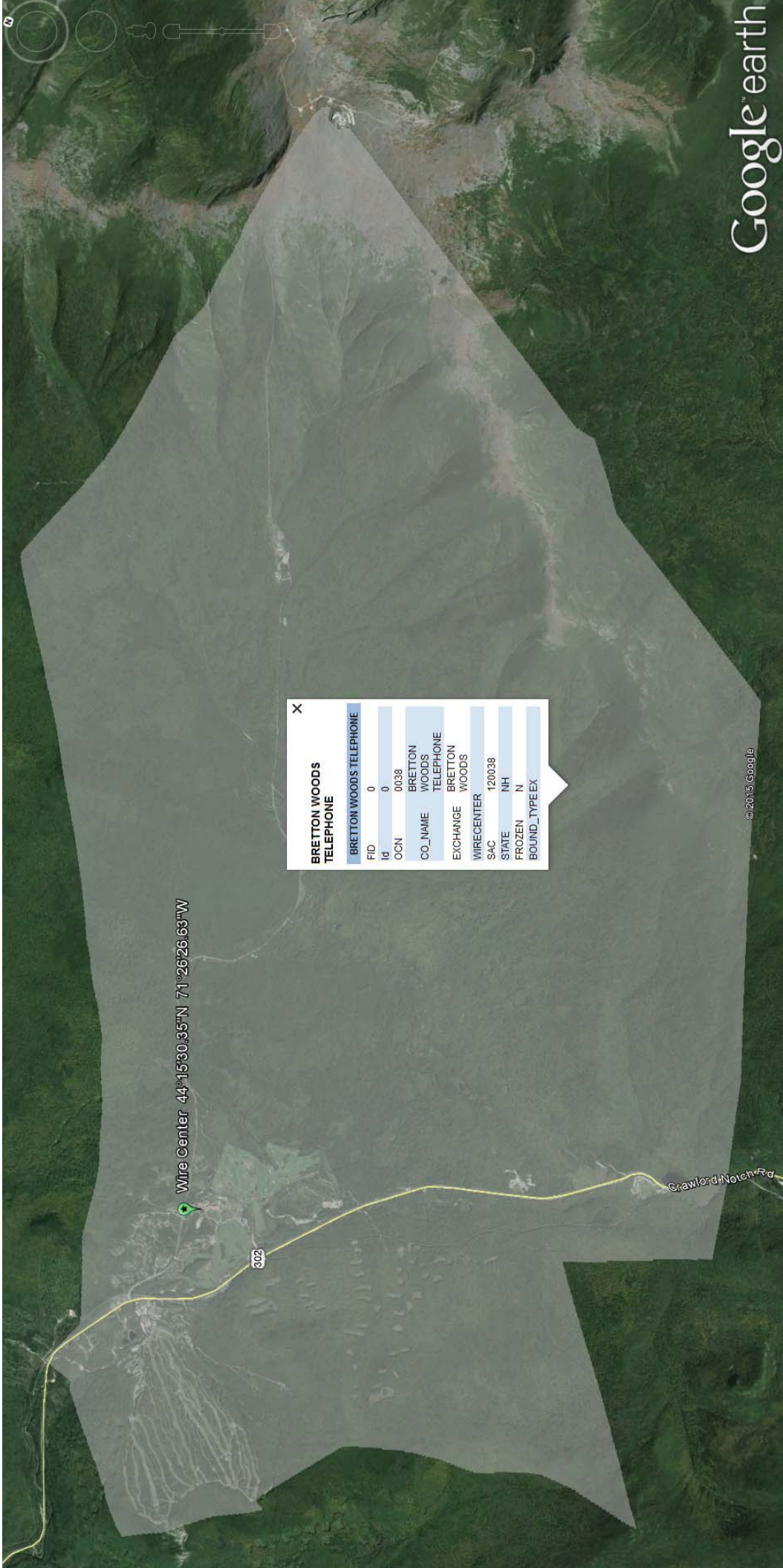
Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The Company continues to improve service quality in numerous ways such as increasing the bandwidth to the cloud, as needed, or installing new equipment where required. However, since 100% of our customers can receive 10/1 Mbps, the vast majority of our capital expenditures are very specific based on customer requests including installing new customers to our network.

COMMUNITY ANCHOR INSTITUTIONS:

Lines 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.


CONCLUSION:

The Company is able to provide 10/1 Mbps to all of its customers. Further improvements will continue towards increased speed, capacity and quality of service in our service territory; however, the Company is 100% in compliance with the minimum broadband speed standard set by the FCC in December 2014.



June 17, 2015

Bretton Woods Telephone Company, Inc.

- Gray highlighted area denotes Bretton Woods Telephone Company, Inc. Study Area.
- Capable of serving 10/1 Mbps or greater in area where inhabited.
- No facilities in uninhabited areas.
-  New Hampshire State Highway Route 302